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24 (New) A call processing system comprising the server of claim 1, a plurality of telephony applications programs running on a computer separate from a computer on which said server is implemented, said server communicating with said computer via a local area network via said standardized message set.

25. (New) The system of claim 24 herein said telephony environments include at least several PBXs, a data network gatekeeper, and a public switched telephone network switch.

REMARKS

This RCE is responsive to the Final Office Action dated August 20, 2002 in which the Examiner rejects all the remaining claims 1, 3-10 as being anticipated by Rogers et al under 35 USC §102(e). The applicants have further amended independent claims 1, 6 and 8 for more clearly defining the present invention and added new dependent claims 21-25, and respectfully traverse the rejections based on the amended claims and the following detailed explanations.

The present invention teaches a novel telephony server which interfaces between plurality of telephony applications and various telephony environments so as to communicate the instructions (commands) from the telephony applications to the telephony environments, as well as to communicate the call status and other information from the telephony environments to the telephony applications. In particular, the telephony server communicates with the telephony applications using a standardized message structure set which is independent of a particular telephony environment, and communicates with the telephony environments utilizing specific message structure sets each corresponding to particular one of the telephony environments. To communicate the messages between the telephony applications and the telephony environments, the telephony server further comprises a translation layer for translating messages between the standardized message structure set and the specific message structure sets. Thus, the telephony applications can be written independent of the telephony

environments, and there is no need to rewrite the telephony applications because of a change of the telephony environment.

In addition, as taught by the present invention defined in the independent claims 1, 6 and 8, the telephony server is automatically configured to select one telephony environment selected by the telephony application upon receipt of a selection message from the telephony application. Thus, the selection of using a specific telephony environment can be determined by the telephony application, and the telephony server is automatically configured accordingly upon receipt of the selection message from the telephony application.

The applicants do not agree with the allegation of the Examiner that the present invention as defined in the independent claims 1, 6 and 8 is anticipated by Rogers et al (US Patent No. 5,946,386). In particular, the distinguishing features in the claims as emphasized above by underlines are not disclosed or implied in Rogers et al, as explained in detail below.

Rogers et al teaches a Call Management System which comprises a call management computer 101 to intercept between the central office (CO) 103 and the PBX or other switch 104 of the business organization (see Figure 1). A user workstation computer 114 is connected to the call management computer 101 via a data network 109 for a user 113 to control and monitor the calls between the CO 103 and the telephone terminal (e.g., telephone instrument 106) of the user, thus adding extra useful features to the system without changing or upgrading legacy PBX switch or telephone terminal instruments. However, no teaching can be found anywhere in Rogers et al that the call management computer 101 communicates with the workstation computer 114 using a standardized message structure set or a standardized protocol that is independent of any particular telephony environments (CO trunks 102 or PBX trunks 105), and communicates with the telephony environments using specific message structure sets. Nor can it be found that a translation layer is provided for translating messages between the standardized message structure set and specific message structure sets. In fact, Rogers et al is silent on

what message structure sets are used for the call management computer 101 to communicate with the workstation computer 104 and the telephony environments (CO and/or PBX trunks 102, 105) respectively. Although Rogers et al does disclose protocol conversion between the CO trunks 102 and the PBX trunks 105, it does not discuss anything about protocol conversion for message communications between the workstation computer 104 and the telephony environments (CO trunk 102 and/or PBX trunks 105). Therefore, in Rogers et al, the telephony applications on the workstation computer 104 may still need to be rewritten if there is a change in the telephony environment.

Furthermore, unlike alleged by the Examiner, Rogers et al does not teach the selection of telephony environment by the telephony application (workstation computer 114). In Rogers et al, the workstation computer 114 servers to control and monitor the calls established between the central office 103 and the PBX 104/telephone instrument 106, but nowhere can it be found that the workstation computer 114 makes a decision in selecting a telephony environment. The applicants can not find anywhere in Rogers et al that the workstation computer 114 (telephony application) has means to select the telephony environment, and thus the call management computer 101 (telephony server) is automatically configured upon receipt of the selection message from the workstation computer 114 (telephony application), as defined in the independent claims 1, 6 and 8 of the present application.

It appears that the Examiner has erroneously interpreted the figures 6a-6e as illustrations for selecting different telephony environments by the workstation computer 104. What figures 6a-6e illustrates is about the retrieval of different types of messages (fax, voice, email, etc) by the workstation computer 104, but has nothing to do with selection of telephony environments which comprise different CO and PBX trunks 102 and 105. The buttons 603-606 shown on Figures 6a and 6b are purported for alerting the user that there are specific types of messages waiting for retrieval. The user may select the alerting buttons to retrieve relevant types of messages, which are usually stored on the Call Management Database 215 (col. 22, lines 59-62). Thus, the selection of the user only determines the types of

messages to be retrieved, but not the telephony environments for communications. Furthermore, the applicants can not find in Rogers et al that the call management computer 104 is configured because of the selection by the user as to the specific type of message to be retrieved, and do not believe such a configuration is needed for the retrieval. Please see col. 27, lines 61 – col. 28, lines 67 for detailed description with reference to figures 6a-6e on the retrieval of different types of messages.

For the above reasons, the applicants believe that independent claims 1, 6 and 8 are not anticipated by Rogers et al, and are thus patentable. At least for the same reasons, claims 3-5, 7, 9-10 and 21 – 25 (newly added) are also patentable as being dependent to one of the three independent claims and thus including all the limitations thereof.

A check in the amount of \$740 is enclosed to cover the RCE filing fee.

The applicants therefore respectfully request reconsideration and allowance in view of the above remarks and amendments. The Examiner is authorized to deduct additional fees believed due from our Deposit Account No. 11-0223.

Respectfully submitted,

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Dated: October 28, 2002

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CERTIFICATE OF MAILING

I hereby certify that this correspondence is being deposited with the United States Postal service as first class mail, in a postage prepaid envelope, addressed to Box Non-Fee Amendment, Commissioner for Patents, Washington, D.C. 20231 on October 28, 2002.

Dated October 28, 2002 Signed Fern Pekarofski Print Name FERN PEKAROFSKI
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MARKED-UP VERSION OF THE AMENDED 1, 6 and 8

1. (Four times amended) A computer telephony server for interfacing a plurality of computer telephony applications programs to one or more of a plurality of telephony environments, the plurality of environments being accessible to the computer telephony server, said computer telephony server comprising:

means for communicating with at least one computer telephony application using a common standardized message structure set which is independent of any particular telephony environment, said application including means for selecting one of said plurality of environments to communicate over;

means for communicating with said telephony environments using specific message structure sets each corresponding to particular one of said telephony environments;

a translation layer for translating messages [from] between the standardized message structure set [to] and the specific message structure sets [of at least said selected one environment selected by said application]; and

means for automatically configuring said server to select [said message structure set] said [selected] one environment selected by said application upon receipt of a selection message of said one environment from said application.

6. (Four times amended) A call processing system comprising:

a personal computer, said personal computer including means for receiving an account number or other identifying information associated with a user's account, means for performing a table lookup to ascertain a full record of information regarding the user's account, and means for displaying such information on a computer screen, said personal computer further including means for selecting one of a plurality of telephony environments to communicate over;

a local area network arranged to effectuate communications between said personal computer

and other computer devices, said communications occurring utilizing a standard communications protocol and message set independent of any particular telephony environment;

a server, said server also being connected to the local area network and being configured to communicate with said personal computer using said standard communications protocol and message set, said server also being capable of communicating with a plurality of telephony environments[, said communications with said telephony environments] utilizing different specific protocols and message sets each corresponding to particular one of said telephony environments, said server being automatically configurable to select a specific protocol and message set of said selected one environment upon receipt of a selection message of said one environment from said personal computer.

8. (Four times amended) A computer telephony server for interfacing a plurality of computer telephony applications programs to one of a plurality of telephony environments, the plurality of environments being accessible to the computer telephony server, said computer telephony server comprising:

means for communicating, using a common standardized message structure set which is independent of any particular telephony environment, with at least one computer telephony application, said application including means for selecting one of plurality telephony environments to communicate over;

a translation layer for translating messages from the standardized message structure set to [the] a specific message structure set of any one of said plurality telephony environments;

means for automatically configuring said server to select said specific message structure set of said selected one environment upon receipt of a selection message of said one environment from said application.